

**DEPARTMENT OF WORKFORCE
DEVELOPMENT**

Secretary Roberta Gassman
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
FAX: (608) 266-1784
www.dwd.state.wi.us



**State of Wisconsin
Governor Jim Doyle**

**DEPARTMENT OF HEALTH AND
FAMILY SERVICES**

Secretary Helene Nelson
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.wisconsin.gov

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

**FROM: Amy Mendel-Clemens
Communications Section
Bureau of Health Care Eligibility
Division of Health Care Financing**

BHCE/BWP OPERATIONS MEMO

No: 04-51 Corrected

DATE: 10/14/2004

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	WtW	<input type="checkbox"/>		
Other	EP	<input type="checkbox"/>	★		

PRIORITY: HIGH

SUBJECT: Automated Update of Social Security and Medicare Data in CARES

CROSS REFERENCE: CARES Guide Chapter 10

EFFECTIVE DATE: October 23, 2004

PURPOSE

This memo describes the following changes made to CARES to allow the automatic update of Social Security (SS) benefit and Medicare benefit information received through the Benefit Data Exchange (BENDEX)/COLA process:

- Automatic update of CARES screens ANBR (AE benefits received screen), AFUQ (AE unearned income gatepost screen), AFUI (AE unearned income screen), AFDU (AE unearned income – detail screen), and AFMD (AE Medicare information screen) and running of eligibility when changed or new SS or Medicare payment information is received.
- Update of Medicare Part A and B information.
- New alerts sent when auto-update occurs.
- Discontinuance of SSBX and SSBC BENDEX dispositions.
- Changes to the SSA Benefit Details (DXSA) screen.
- Conversion procedure for current AFUI sequences.

BACKGROUND

This latest project, to automatically update SSA income through DX, continues the work begun in 2002 with the automatic update of federal and state SSI and SSI-E payment information in

CARES as outlined in Operations Memo 02-70. This project, supported jointly by the Department of Health and Family Services (DHFS) and the Department of Workforce Development (DWD), continues efforts to decrease agency workload as well as increase payment accuracy across all programs by automating data exchange information. After the auto-update of SS/Medicare information, CARES will automatically run eligibility on new or changed cases. In addition, certain dispositions related to income amounts have been discontinued. This project will also affect the annual COLA Mass Change processing. The COLA Mass Change Operations Memo issued in November will fully explain the effect of this change.

PROCEDURE

Beginning October 23, 2004 the BENDEX file will be requested and processed twice a month, one Saturday prior to adverse action (AA) and one after. A DXBM will be issued the Monday following the Saturday run. The auto-update process will automatically:

- Update payment information and populate certain CARES screens, depending on the type of SS information received, ANBR, AFUQ, AFUI, AFDU, and AFMD could be updated. These screens will only be updated when the data in CARES is different from the BENDEX file.
- Update the LAST UPDATED DATE and BEGIN MMY fields on the appropriate CARES screens with the date the update occurred.
- Run eligibility and confirm benefits for any case updated.

While the new SSA Auto Update process is similar to the SSI Auto Update, there are some major differences.

SSI Auto Update	SSA Auto Update
Eligibility is set to run at the next mass change/adverse action if the worker does not run online eligibility first.	Eligibility is run the same weekend the update occurs.
There is no match between SSI data and CARES data. CARES data only updates when a change is sent from SSI.	There is a matching process done between SSA data and CARES data. When a mismatch occurs, CARES is updated with the SSA information.

AUTO UPDATE EXAMPLE

The following is an example of what screens and fields are affected when **SSDI** information is received through the BENDEX match for a participant already known to CARES but with no previous SS sequences entered on AFUI:

ANBR

The SSDI PMT field will be updated with <Y> and the verification field with DX, indicating the automated update of this field. This field will be updated to <N> and the verification field with DX when SSDI is terminated through the update process.

ANBR		BENEFITS RECEIVED		09/15/04 10:57	
CASE: 0000000000		WORKER: XCTA27		PWRW64 L TEUBERT	
LAST UPDATED: 09 15 04		CASE STATUS: OPEN		CASE MODE: ONGOING	

-----RECEIVED-----																	
NUM	NAME	MMYY	FS	AFDC	COMM	SSDI	PMT	VR	SSI	VR	LTR	VR	GR	VR	FSTR	CARE	QDWI
01	HOLLY	0904	N	N	N	Y	DX	N		N		N		N	N		N
INDIVIDUALS-----																	

AFUQ

The Social Security Income question will be populated with <Y>. This value will never be changed to <N> by the system unless a worker deletes the AFUI sequence. To show that SS income has ended, the appropriate AFUI sequence will be updated with an SS END MMY date.

AFUI

The only change to this screen is the addition of the SSA CLAIM NUM. In this example, updates will be made to the following fields:

AFUI		UNEARNED INCOME		09/15/04 07:57	
CASE: 0000000000		WORKER: XCTA27		XCTG04 P KIERN	
LAST UPDATED: 09 15 04		CASE STATUS: OPEN		CASE MODE: ONGOING	
UNEARN INCOME TYPES :					

NUM: 01	NAME: HOLLY	HORVATH	SSN: 544 42 3233
①	BEGIN MMY: 1004	END MMY: _____	
DC: _____			
SEQ			
NUM: 002	③ INCOME TYPE: SSDI	SOCIAL SECURITY DISABILITY/WAGE ERNR	VR: DX
	④	SSA CLAIM NUM: 544423233A	
	⑤	INCOME BEGIN DATE: 10 01 04	INCOME END DATE: _____
	⑥	INCOME DISCONTINUED: N	DATE LOSS OF INCOME REPORTED: _____
	⑦	FREQUENCY PERIOD: M MONTHLY	SSI PASS ACCT AMT: .00
	⑧	NUMBER OF PAYS: 1	SSIE EXPENSES: .00
	⑨	INCOME AVAILABLE: Y	FFU CS DISREGARD AMT: .00
	⑩	MONTHLY AMOUNT: 420.00	CURRENT DISREGARD AMT: .00
		SSA COLA/DAC DISREGARD AMT: .00	
-----INDIVIDUALS-----			
01 HOLLY H (PP)			
PF18-ACCC PF20-AFUDU			
NEXT TRAN: _____ PARMS: 0000518301			

① **BEGIN MMY**: This field will be updated with the SS benefit month.

② **END MMY**: This field will be populated when SS ends. The Begin MMY will also be updated with the MMY when SS ends.

③ **INCOME TYPE** and **VR**: CARES will convert the BENDEX code information into the appropriate SS income type as listed in the updated reference table TVIN.

Effective with this change, workers entering SS income must use the income types described in the following table:

New SS Income Types for AFUI

BIC Code	SS Income type	Description	Comments
A	SSRE	Social Security Retirement	<ul style="list-style-type: none"> Primary claimant age > 64 No disability onset date
A	SSDI	Social Security Disability/Wage earner	<ul style="list-style-type: none"> Primary claimant age < 65 Valid disability onset date
B	SSSP	Social Security Spouse	<ul style="list-style-type: none"> Wife or husband (divorced or not), and age > 61 OR younger wife or husband with minor children
C	SSSC	Social Security Surviving Child	<ul style="list-style-type: none"> Minor or student child, No disability onset date
C	SSDC	Social Security Disabled Child	<ul style="list-style-type: none"> Child disabled prior to age 22, parents must be deceased, disabled, or retired Valid disability onset date
D	SSWW	Social Security Widow (er) /Spouse	<ul style="list-style-type: none"> Widow/er or surviving divorced spouse, age > 59
E	SSDS	Social Security Deceased Spouse	<ul style="list-style-type: none"> New subtype, widow/er or surviving divorced spouse – with minor children (natural or adopted) of the deceased former spouse
F	SSOT	Social Security Other	<ul style="list-style-type: none"> New subtype – system entry only Parent receiving from child's account
G	SSOT	Social Security Other	<ul style="list-style-type: none"> New subtype – system entry only Lump sum death benefit
J OR K	SSPY	Prouty case	<ul style="list-style-type: none"> Person attained age 72 before 1968 with no quarters of coverage Persons age 72 in 1968 or later who had at least 3 quarters of coverage for every year after 1966 and before the year of attainment of age 72.
M	NA	Medicare only	<ul style="list-style-type: none"> No AFUI sequence is created
T	SSRD	Social Security Renal Disease	<ul style="list-style-type: none"> New subtype
Tx	NA	Federal wage earner	<ul style="list-style-type: none"> No AFUI sequence is created The number or letter after the T indicates widow/er, spouse, child, etc
W	SSDW	Social Security Disabled Widow (er)	<ul style="list-style-type: none"> A disabled widow/er or disabled surviving divorced spouse, age > 49

NOTE ➤ The general income type SS for SOCIAL SECURITY has been removed from the table and can no longer be used.

The **VR field** will be auto-populated with “DX” when the sequence is added or updated by the system; a worker can not enter DX. However, when the worker changes data, s/he will be forced to update the VR code.

④ New Field – SSA CLAIM NUM: This is the claim number from SSA that indicates from what account the individual is collecting the SS benefits. An individual can be collecting benefits under multiple claim numbers (dual and triple entitlements). Each claim number will have a separate AFUI sequence. Workers can not enter/update the claim number; the new BENDEX process will update claim numbers. This field will not display unless the first two letters of the INCOME TYPE is SS and the sequence added or updated through DX.

The last two characters of the claim number make up the BIC code. BIC codes refer back to the type of SS income received; refer to the table above. Often there is a numeric last digit that indicates the number of that type of person collecting on the account, for example; C1 is first child, C2 is second child, etc.

⑤ INCOME BEGIN DATE and INCOME END DATE: The SS begin or end date will be entered in this field.

⑥ INCOME DISCONTINUED: This field will be set to “N”.

⑦ FREQUENCY: This field will be set to “M” (monthly).

⑧ NUMBER of Pays: This field will be set to “1”.

⑨ INCOME AVAILABLE: This field will set to “Y”.

⑩ MONTHLY AMOUNT: This field displays the net income amounts entered on AFDU.

An individual AFDU screen will be created with each new sequence of AFUI. No changes have been made to AFDU. The LAST UPDATED date and BEGIN MMY on AFDU will be updated with the date the auto-update occurred.

UPDATE OF MEDICARE INFORMATION

This automated process will also update Medicare information; <Y> will be entered on AFMQ and an AFMD Medicare screen created. No new fields have been added to this screen. The following fields will be updated on AFMD:

Changed AFMD screen

AFMD	MEDICARE	09/15/04 12:46
CASE: 0000000000	WORKER: XCTG04	XCTG04 P KIERN
LAST UPDATED: 09 15 04	CASE STATUS: OPEN	CASE MODE: ONGOING
NUM: 02 NAME: HOLLY	L HORVATH	SSN: 000 00 0000
DC: <u> </u> ① BEGIN MMY: 1004	② END MMY: <u> </u>	
③ ENTITLED TO PART A? (Y/N): Y	BEGIN DATE: 10 01 04	END DATE: <u> </u> <u> </u> <u> </u> VR: DX
PART A PREMIUM AMOUNT: 0.00		
PART A PREMIUM PAYOR: <u> </u>	VR: <u> </u>	
④ ENTITLED TO PART B? (Y/N): N	BEGIN DATE: <u> </u> <u> </u> <u> </u>	END DATE: <u> </u> <u> </u> <u> </u> VR: <u> </u>
PART B PREMIUM AMOUNT: 0.00		
PART B PREMIUM PAYOR: <u> </u>	VR: <u> </u>	
⑤ HIC: 000000000D	<u> </u>	
⑥ RAILROAD RETIREMENT ? (Y/N): N		
-----INDIVIDUALS-----		
01 HOLLY S (PP)		
NEXT TRAN: <u> </u>	PARMS: 000000000	

① **BEGIN MMY**: This field will be updated with the MEDICARE benefit month.

② **END MMY**: This field will be populated when MEDICARE ends. The Begin MMY will also be updated with the MMY date Medicare ends.

③ Medicare Part A

ENTITLED TO PART A? This will be <Y> or <N>.

BEGIN DATE and **END DATE**: A begin or end date will be entered in this field.

VR: The verification code will be auto-populated with <DX> when the sequence is added or updated by the system; a worker cannot enter DX.

PART A PREMIUM AMOUNT The amount will be updated.

PART A PREMIUM PAYOR: The payor will be updated.

④ Medicare Part B

ENTITLED TO PART B? This will be <Y> or <N>.

BEGIN DATE and **END DATE**: A begin or end date will be entered in this field.

VR: The verification code will be auto-populated with <DX> when the sequence is added or updated by the system; a worker can not enter DX.

PART B PREMIUM AMOUNT The amount will be updated.

PART B PREMIUM PAYOR: The payor will be updated.

⑤ **HIC**: This field will be updated with the Health Insurance Claim number.

⑥ **RAILROAD RETIREMENT ?** This field will be updated with <Y> or <N>.

ALERTS

BENDEX dispositions SSBX and SSBC will no longer be generated. Instead, when an update occurs, one or more of the following alerts will be sent to both the primary worker and the FEP.

WORKER ACTION REQUIRED**369 SS INFO UPD AND DISCREP EXISTS**

The auto-update process adds together the net SS income of all SS income types on AFUI, plus any Medicare premium on AFMD, plus any SS recoupments, to see if it matches the gross SSA income on the BENDEX file. These three amounts are also shown on DXSA. If that total does not match, there could be a discrepancy (possible garnishments being taken from SS income for child support, back taxes, etc). If a mismatch is found, this process will update AFUI and set this alert for the worker. The worker must follow up with SSA to determine the reason for the discrepancy. Currently, the BENDEX file does not show what the garnishments are, only the recoupment amount being deducted to repay SS.

Example

If the SS monthly amount on AFUI does not match the BENDEX file amount, it is possible that a garnishment is being deducted from the SS check for a court ordered payment (for example, child support arrears). For CARES to properly budget the income, the amount that is being garnished must be entered on AFUI as OT income. Document in case comments why the OT is being used. If the garnishment is for child support, the correct deduction must be entered on screen AFSP for that payment.

373 RECV BENEFITS IN OTHER STATE

This person may be or is receiving unemployment or public assistance benefits in another state. You must act on the match using EOS report CD70 (Interstate UC received) or CD71 (public assistance in another state) and send out the appropriate requests for verification. Refer to Operations Memo 03-03 for more information on this process. DXSA will display the state where the conflict record is being reported.

349 ELIG NOT DET AT MC/AA RUN SFEX

This case did not properly run through eligibility, run SFED/SFEX. These types of cases include:

1. Cases with overrides (AIOE and AGOE).
2. A case where a person add or delete has occurred and the new AG has not been confirmed.
3. FS cases that have been closed less than 30 days (to prevent FS "pop-opens").
4. AG's in "pend" status.

These cases will also be listed on the monthly mass change report C307.

NOTE ➤ If the eligibility worker does not run SFED/SFEX and confirm eligibility for these cases prior to AA, eligibility for the recurring month will need to be determined by running SFED/SFEX with dates. For FS cases, supplement benefits or create an overpayment claim as appropriate based on the correct eligibility determination for the month. Also check AGOR to ensure that the correct FS certification period has been set for these cases.

371 SS INCOME ADDED

New SS income information has been added to AFUI for this case. If the SS income type is SSDI, update ANDI to show the disability information.

NO WORKER ACTION REQUIRED – INFORMATIONAL ONLY**370 FYI SS/MEDICARE UPDATED**

Information has been updated or terminated on AFUI and/or AFMD.

371 FYI SS INCOME ADDED – Alert moved to Worker Action Required section above**DXSA ENHANCEMENTS**

The following fields have been changed or removed from the current DXSA – SSA Benefit Details screen shown below:

Removed

CARES SSA
WORKER
ACTION
ACTION DATE

Changed

MATCH DATE (changed to 'Updated Date')
COMMUNICATION CD (changed to 'Record Details').

DXSA	SSA BENEFIT DETAILS PART-I	09/15/04 15:21
	BENDEX	DWD128 M WELCH
PIN: 0000000000	SSN: 000-00-0000 CASE: 0000000000	CARES SSA: .00
CLIENT NAME: HOLLY HORVATH		MATCH DATE: 05 22 2003
WORKER: XWS008	ACTION: NO ACTION REQUIRED	ACTION DATE: 06 20 2003
NAME RECEIVED: HOLLY HORVATH	DOB: 02 21 1935 SEX: F	
SSA CLAIM NUM: 000000000M	COMMUNICATION CD: MATCHED	
CURRENT ENTL MM:	BENEFIT PAYMENT DT: 052003	PAYMENT STATUS: U
GROSS BEN AMT: .00	NET BEN AMOUNT: .00	SUSP/TERM DT:
***** MEDICARE *****		

The following fields have been added to DXSA:

Added

INCOME TYPE – The unearned income code from AFUI is displayed.
DISABILITY ONSET DATE – This field shows the date the disability started.

DXSA	SSA BENEFIT DETAILS PART-I	09/15/04 15:29
	BENDEX	XCTC14 M WELCH
PIN: 000000000	SSN: 000-00-0000 CASE: 0000000000	
CLIENT NAME: HOLLY HORVATH	UPDATED DATE: 09 15 2004	
NAME RECEIVED: A S LOWP	DOB: 11 17 1986 SEX: F	
SSA CLAIM NUM: 000000000A	DOD:	
RECORD DETAILS: MATCHED	PAY STS: CURRENT PAYMENT	
INCOME TYPE: SSRE	CURRENT ENTL MM: 051976	BENEFIT PAYMENT DT: 112003
GROSS BEN AMT: 100.00	NET BEN AMOUNT: .00	SUSP/TERM DT:
DISABILITY ONSET DT:		
***** MEDICARE *****		
PART-A	PART-B	** OVERPAYMENT DEDUCTION **
ELIGIBILITY: NO PREMIUM	REFUSED	AMOUNT: .00
ENTITLEMENT DT: 011974		END DT:

CONVERSION

On October 23, 2004, all existing sequences of AFUI containing SSA data will be end dated with a begin and end MMY of 10/04. New sequences of AFUI will be created with the information received through the BENDEX data exchange. Old sequences of AFUI with combined income types will be end dated and a new sequence added for each different income type.

The SSA COLA/DAC DISREGARD AMT on AFUI will be populated with the amount that is currently entered on the screen prior to conversion. A report will be generated and sent to CARES\POLICY coordinators containing a list of individuals that received an income disregard in the eligibility determination prior to conversion but are not receiving a disregard after conversion. While the disregard will be carried forward to AFDU, it may not be used in the eligibility determination since the corrected income type from SSA may not be one that allows this disregard. Cases will have to be researched to determine if the individual is still entitled to receive a disregard.

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

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